UI Bulletin #103

Subject: Aftermarket Installed Service, Tool or Utility Box Sagging, Mis-Aligned, Forward Box Mount Fractured on Trucks Equipped with Aftermarket Bodies

Models: Chevrolet Silverado 2500HD-3500HD
GMC Sierra 2500HD-3500HD
w/ZW9 Box Delete or removal and
an after-market service body installed

Model Years: 2011-2012
Date: 5/23/2012
Revision Date: 2/25/2014

Reference: GM Service Information PI0689

Condition/Concern:

Some customers may comment that the utility box is sagging, not level or misaligned. Upon inspection, the technician may find cracked or fractured front bed mount bracket(s).

In rare occasions, situations have been identified where the incomplete pickup trucks have had an aftermarket body (typically a service body or utility type body) installed. Upon inspection, it was noted that the aftermarket bed was not installed using all of the recommended/available mounting points as outlined in UI Bulletin #98 (available at ***www.gmupfitter.com***). Every case identified, thus far, has involved an aftermarket body that only used four mounting points; one in each corner, with no additional load bearing points as described in UI Bulletin #98.

Figure 1:
Example of a front mount bracket cracking as a result of not all mounting locations being utilized

Recommendation/Instructions:

WARNING:
To avoid personal injury and inadvertent damage to important electronic vehicle safety and control systems **Both** terminals of the battery (or batteries) **MUST** be disconnected prior to and during the performing of any of the repairs outlined in this procedure. Be sure to re-connect the batteries **upon** completion of the vehicle repairs.

Important Notice: If the existing body is going to be re-installed after the repair, then the mounting set up of the body that contributed to this condition must be corrected to utilize the attachment scheme outlined in UI Bulletin #98. This repair only replaces the same style of bracket, which requires the correct mounting of the aftermarket body. If the body is not mounted properly, the condition may repeat. Refer to GM Upfitter Bulletin #98.

Note: If the vehicle's frame rail metal is damaged or torn, the frame rail (as an assembly) must be replaced (contact your local GM Collision Center for more information regarding replacement frames).

If the Upfitter or customer decides to repair the existing frame condition without replacing the frame, GM does not have an approved on-vehicle repair service operation. However, here are some "Best Practices" for vehicle collision repair involving welding:

- ✓ Removal of the body is recommended to perform these operations. The body needs to be modified to correctly mount to the chassis.
- ✓ Care must be taken when welding around wiring, hoses, fuel tanks or any other components.
- ✓ All components that can be damaged or present safety hazards must be protected and/or removed from the work area.

Warning: To avoid personal injury when exposed to welding flashes or to galvanized (Zinc Oxide) metal toxic fumes while grinding/cutting on any type of metal or sheet molded compound, you must work in a properly ventilated area, wearing an approved respirator, eye protection , earplugs, welding gloves, and protective clothing.

Use the following steps, if deemed necessary, to replace one or both of the affected front bed mounts brackets.

Part(s) Note: Replacement front brackets are only available through your local GM Service/Parts Centers. Refer to **GM Service Information PI0689** for the most up to date service and parts information including part numbers.

Caution: Care should be used when handling the service part. Wear gloves to protect hands from sharp edges.

1. Remove the box assembly. Identify the bracket(s) that need to be replaced.
2. Using a general purpose adhesive remover, remove any factory protective coatings and clean the area to be repaired.
3. Remove or relocate any components in the repair area to allow full access to the repair and prevent damage to vehicle components. Protect components from damage from grinding and welding procedures.
4. Scribe a line around the existing bracket to aid in aligning the replacement bracket.
5. Using a cut off wheel, cut the welds that attach the affected bracket to the frame.
6. Using a grinder, remove the remaining weld from the frame.
7. Prepare all attachment surfaces as necessary.
8. Apply GM–approved Weld-Thru Coating or equivalent to all mating surfaces. Refer to Anti-Corrosion Treatment and Repair in SI.
9. Use the scribe marks to locate the bracket. Position the new bracket on the frame and clamp in place.
10. Weld the bracket to the frame.
11. Clean and prepare all of the welded surfaces.
12. Apply the required sealers and anti-corrosion materials to the repair area. Refer to Anti-Corrosion Treatment and Repair in SI
13. Reinstall the box assembly. (refer to the Important Notice above regarding the use of the original body)
14. Using an appropriately size drill, drill the mounting hole in the bracket.
15. Coat the hole with GM P/N 12371287 (in Canada, 10953437) SYNTHETIC LUBRICANT WITH TEFLON® to prevent corrosion.
16. Install the mounting bolt.